

POL41 – Uniform and Appearance Policy and Procedure

Human Resources - Performance & Discipline

Serendipity Healthcare Ltd

Unit 5 Millennium Way, Dunston, Chesterfield, Derbyshire, S41 8ND



1. Purpose

- 1.1 To maintain a professional impression.
- 1.2 To ensure compliance with hygiene rules and health and safety.
- 1.3 To support Serendipity Healthcare Ltd in meeting the following Key Lines of Enquiry:

SAFE	S5: How well are people protected by the prevention and control of infection?
WELL-LED	W3: How are the people who use the service, the public and staff engaged and involved?

- 1.4 To meet the legal requirements of the regulated activities that Serendipity Healthcare Ltd is registered to provide:

- The Care Act 2014
- Health and Safety at Work etc. Act 1974
- Management of Health and Safety at Work Regulations 1999
- The Health and Social Care Act 2008 (Regulated Activities) (Amendment) Regulations 2012

2. Scope

- 2.1 The following roles may be affected by this policy:
 - ⦿ All staff
- 2.2 The following Service Users may be affected by this policy:
 - ⦿ Service Users
- 2.3 The following stakeholders may be affected by this policy:
 - ⦿ Family
 - ⦿ Representatives
 - ⦿ Commissioners

3. Objectives

- 3.1 To ensure that all members of staff are dressed in a neat, tidy and clean way.
- 3.2 To ensure that hygiene rules are not broken and that all steps are taken to maintain cleanliness.
- 3.3 To reflect the professional and caring nature of Serendipity Healthcare Ltd and to ensure that the clothes that the Care Worker wears, if going out with the Service User, are appropriate to the setting and ensure that the Service User is not identified easily as someone receiving care and support.
- 3.4 To ensure compliance with all relevant Codes of Practice and Government guidance whilst remaining sensitive to cultural and religious beliefs.

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3.5 To establish basic guidelines for the appropriate appearance and dress in the workplace, including during pandemic situations such as the coronavirus.

4. Policy

- 4.1 This policy should be read in conjunction with the Infection Control Policy and Procedure at Serendipity Healthcare Ltd.
- 4.2 This policy does not form part of any employee's contract of employment and may be amended at any time.
- 4.3 This policy applies to all employees, workers, casual workers and agency workers. Where appropriate, it may also apply to contractors.
- 4.4 Where it applies, employees will wear the provided Personal Protective Equipment (PPE) and comply fully with the procedures detailed within this policy. In pandemic situations, such as the coronavirus, the correct PPE must be worn in line with the Personal Protective Equipment (PPE) Policy and Procedure at Serendipity Healthcare Ltd.

5. Procedure

- 5.1 From day one of a member of staff's commencement with Serendipity Healthcare Ltd they will be representative of the business. It is, therefore, necessary for an employee's dress, appearance and conduct to match the ethos of Serendipity Healthcare Ltd. Members of staff are expected to maintain a professional appearance which reflects well on the business.
- 5.2 A member of staff's general appearance should be clean and tidy at all times. Hair should be worn in a conservative style appropriate for the setting and when Service User-facing, a member of staff should take all reasonable steps to cover up visible tattoos. The rules in relation to jewellery and watches at Serendipity Healthcare Ltd are contained within the Infection Control Policy and Procedure.
- 5.3 Some members of staff may be provided with a uniform by Serendipity Healthcare Ltd. Staff to whom this applies should ensure that their uniform is worn at all times while on duty and is kept clean, neat and tidy.
- 5.4 **Religious and Cultural Beliefs**
Those members of staff who believe that they are unable to comply with the dress code due to their religious or cultural beliefs should consult the Infection Control Policy and Procedure and contact their line manager who will discuss their options with them. Serendipity Healthcare Ltd may be able to accommodate exceptions in special circumstances but only if there is no contravention of the Infection Control Policy and Procedure.
- 5.5 **Uniform and Workwear**
Effective hygiene and preventing infection are absolutes in all care settings. The clothes that members of staff wear should facilitate good practice and minimise any risk to Service Users. Uniforms and workwear should not impede effective hand hygiene and should not unintentionally come into contact with Service Users during direct care activity.
 - Staff should wear gloves and aprons when deemed appropriate, not 'just in case'
 - Staff must change as soon as possible if uniform or clothing becomes visibly soiled or contaminated
 - Wash uniforms and clothing worn at work at the hottest temperature suitable for the fabric. However, for care staff, uniforms must be washed separately from other items and on a machine cycle that reaches 71°C (for not less than 3 minutes) or 65°C (for not less than 10 minutes)
 - Clean washing machines and tumble driers regularly, in accordance with the manufacturer's instructions

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- Staff must have at least enough uniforms available to change each day enabling them to start each day with a clean uniform
- Staff must wash heavily soiled uniforms separately
- Separate washing will eliminate any possible cross-contamination from high levels of soiling and enable the uniform to be washed at the highest recommended temperature

5.6 Office Staff Appearance and Uniform

- Staff should wear plain black trousers (leggings and black Jeans are permitted) – NO tracksuit/Gym wear or jogging bottoms
- Either lilac or black with Serendipity logo tops or plain smart tops (not Branded)
- Clean shoes/trainers
- Staff to ensure that if they are not wearing a Serendipity Healthcare Logo top they must carry their ID badge with them at all times

5.7 Where PPE (Personal Protective Equipment) is provided, this must be worn at all appropriate times. Any failure to do so places a member of staff's safety at risk and may result in disciplinary action. Any members of staff who are issued with PPE must ensure that such items remain in a clean and proper condition and that any lost, damaged, worn or unserviceable items are reported to Serendipity Healthcare Ltd as a matter of urgency so that replacements can be sourced.

5.8 Footwear must be safe and clean and take into account any health and safety concerns. Where the Service User asks that the Care Worker does not wear footwear within their home, due to cultural reasons, an alternative, such as well fitted slippers, must be sought. Care Workers are not permitted to wear no shoes in the Service User's home. 'Overshoes' also pose a slip and trip hazard to the Care Worker and must not be worn.

5.9 Coronavirus

During pandemics, such as the coronavirus, staff must adhere to both this policy as well as current guidelines, which can be found documented within the suite of policies and procedures in the COVID-19 hub, in particular staff must refer to:

- Personal Protective Equipment (PPE) Policy and Procedure
- Coronavirus Policy and Procedure
- Infection Control Policy and Procedure

6. Definitions

6.1 Member of Staff

- Member of staff ' in this policy includes those who work under a contract of employment
- Also, those other individuals who work for the business including workers, casual workers, agency workers and, where appropriate, contractors

6.2 Coronavirus (COVID-19)

- Novel coronavirus is a new strain of coronavirus first identified in Wuhan City, China. The virus was named 'Severe acute respiratory syndrome coronavirus 2 (SARS-CoV-2). The disease it causes is called COVID-19

Reviewed 27th January 2022

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